



Laura S. Olton  
General Counsel

March 14, 2005

**VIA HAND DELIVERY & ELECTRONIC MAIL**

Luly E. Massaro, Commission Clerk  
Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, RI 02888

**RE: Docket No. 3628 Trouble, Non-Outage Report for February 2005**

Dear Ms. Massaro:

Enclosed please find 10 copies of The Narragansett Electric Company's ("Narragansett") Trouble, Non-Outage Report for February 2005. This report is being provided pursuant to the Service Quality Plan Settlement Agreement ("Service Quality Plan") approved by the Commission in Docket No. 3628. In the additional reporting criteria of the Service Quality Plan, Narragansett agreed to track and report monthly the number of calls it receives in the category of Trouble, Non-Outage.

Thank you for your attention to this filing. If you have any questions concerning this report, please do not hesitate to call me at (401) 784-7667.

Very truly yours,

Laura S. Olton

Enclosures

cc: Docket 3628 Service List  
Paul Roberti, Esq.  
Steve Scialabba, RI Division

**Narragansett Electric Company**  
Trouble, Non-Outage Calls Received  
2005

<u>2005</u>	Number of Trouble Non-Outage Calls (1)	Total Number of <u>All Calls</u>
January	300	27,833
February	222	27,439
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
Total	522	55,272

(1) Based on the actual number of Trouble, Non-Outage Calls recorded by CSR.

### Certificate of Service

I hereby certify that a copy of the cover letter and / or any materials accompanying this certificate has been mailed or hand-delivered to the parties listed below.



\_\_\_\_\_  
Joanne M. Scanlon

March 14, 2005  
Date

#### **Narragansett Electric Company – Service Quality Plan Docket 3628 - Service List as of 10/27/04**

<b>Name</b>	<b>E-mail Distribution List</b>	<b>Phone/FAX</b>
Laura Olton, Esq. Narragansett Electric Co. PO Box 1438 Providence RI 02901-1438	<a href="mailto:Laura.olton@us.ngrid.com">Laura.olton@us.ngrid.com</a>	401-784-7667 401-784-4321
	<a href="mailto:Joanne.scanlon@us.ngrid.com">Joanne.scanlon@us.ngrid.com</a>	
Leo Wold, Esq. Dept. of Attorney General 150 South Main St. Providence RI 02903	<a href="mailto:Proberti@riag.state.ri.us">Proberti@riag.state.ri.us</a>	401-222-2424 ext. 2299 401-222-3016
	<a href="mailto:Steve.scialabba@ripuc.state.ri.us">Steve.scialabba@ripuc.state.ri.us</a>	
	<a href="mailto:David.stearns@ripuc.state.ri.us">David.stearns@ripuc.state.ri.us</a>	
	<a href="mailto:Al.contente@ripuc.state.ri.us">Al.contente@ripuc.state.ri.us</a>	
John Stutz Tellus Institute 11 Arlington St. Boston MA 02116-3411	<a href="mailto:Jstutz@tellus.org">Jstutz@tellus.org</a>	
W. Mark Russo, Esq.	<a href="mailto:mrusso@frlawri.com">mrusso@frlawri.com</a>	
<b>Original &amp; nine (9) copies file w/:</b> Luly E. Massaro, Commission Clerk Public Utilities Commission 89 Jefferson Boulevard Warwick RI 02888	<a href="mailto:Lmassaro@puc.state.ri.us">Lmassaro@puc.state.ri.us</a>	401-941-4500
	<a href="mailto:Sfrias@puc.state.ri.us">Sfrias@puc.state.ri.us</a>	
	<a href="mailto:Tmassaro@puc.state.ri.us">Tmassaro@puc.state.ri.us</a>	
W. Mark Russo, Esq.	<a href="mailto:mrusso@frlawri.com">mrusso@frlawri.com</a>	